

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

AF/2143
Ifw

In re application of: **Kawase et al.**

Serial No.: **09/578,107**

Filed: **May 24, 2000**

For: **Method and System for Changing
a Collaborating Client Behavior
According to Context**

36736

PATENT TRADEMARK OFFICE
CUSTOMER NUMBER

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Group Art Unit: **2143**

Examiner: **England, David E.**

Attorney Docket No.: **JP9-1999-0099-US1**

Certificate of Mailing Under 37 C.F.R. § 1.8(a)

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By:

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TRANSMITTAL DOCUMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

ENCLOSED HEREWITH:

- Appellant's Brief (in triplicate) (37 C.F.R. 1.192); and
- Our return postcard.

A fee of \$330.00 is required for filing an Appellant's Brief. Please charge this fee to IBM Corporation Deposit Account No. 09-0461. No additional fees are believed to be necessary. If, however, any additional fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0461. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 09-0461.

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REAL PARTIES IN INTEREST

The real party in interest in this appeal is the following party: International Business Machines Corporation

RELATED APPEALS AND INTERFERENCES

With respect to other appeals or interferences that will directly affect, or be directly affected by, or have a bearing on the Board's decision in the pending appeal, there are no such appeals or interferences.

STATUS OF CLAIMS

A. TOTAL NUMBER OF CLAIMS IN APPLICATION

Claims in the application are: 1-3, 10-12, and 14-16

B. STATUS OF ALL THE CLAIMS IN APPLICATION

1. Claims canceled: 4-9 and 13
2. Claims withdrawn from consideration but not canceled: NONE
3. Claims pending: 1-3, 10-12, and 14-16
4. Claims allowed: NONE
5. Claims rejected: 1-3, 10-12, and 14-16

C. CLAIMS ON APPEAL

The claims on appeal are: 1-3, 10-12, and 14-16

STATUS OF AMENDMENTS

There are no amendments after final rejection.

SUMMARY OF INVENTION

The present invention provides an information processing method, computer program product, and system that supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal. See specification, page 21, lines 10-19. An HTTP message sent from a Web server in response to a customer-side browser request is received and determination is made as to whether or not the HTTP message agrees with a predetermined condition. See specification, page 22, line 1, to page 23, line 7. If the HTTP message agrees with the predetermined position, an information terminal support server edits the HTTP message before sending the HTTP message to a sharing agent-side browser. The information terminal support server then sends the unedited form of the HTTP message to the customer-side browser and the edited form of the HTTP message to the agent-side browser. See page 23, line 7-17; page 30, line 11, to page 31, line 17. Thus, the agent-side browser can see the HTTP message that is shown in the customer-side browser, but allows for editing of sensitive information or the like.

ISSUES

The issues on appeal are as follows:

Whether claims 1-3, 10-12, and 14-16 are unpatentable under 35 U.S.C. § 102(e) as being anticipated by Jawahar et al. (U.S. Patent No. 6,298,356).

GROUPING OF CLAIMS

The claims on appeal do not stand or fall in a single group, but are grouped into in the following groups for the reasons set forth in the Argument section below:

Claims 1, 10, and 14 form group A. Claims 2, 11, and 15 form group B. Claims 3, 12, and 16 form group C.

ARGUMENT

The Office Action rejects claims 1-3, 10-12, and 14-16 under 35 U.S.C. § 102 as being anticipated by Jawahar et al. (U.S. Patent No. 6,298,356). This rejection is respectfully traversed.

I. The Applied Reference Does Not Teach or Suggest Sending an HTTP Message to an Agent-Side Browser in an Edited Form (Groups A-C)

Jawahar teaches methods and apparatus for enabling dynamic resource collaboration. A collaboration session is established between a first client and a second client. In response to the first client issuing a request, including a uniform resource locator (URL), the response is received and cached in the session host. A second URL, pointing to the cached response, is sent to the second client.

Jawahar also teaches a Web server 66 that includes a filter 68. The filter modifies web pages, served by Web server 66. Filter service 68 may change Web page content, e.g., by adding JavaScript methods, to allow the coordination and exchange of information between customer and agent browser applications. *Jawahar* teaches that the purpose of filter service 68 is to ensure the customer and the agent view the same information. See *Jawahar*, col. 8, lines 20-39.

In contradistinction, the present invention provides a method for collaboration between a customer-side browser and an agent-side browser, wherein a response from a Web server may be edited in an information terminal support server in response to the response agreeing with a predetermined condition. *Jawahar* does not teach or suggest determining whether an HTTP message sent from a Web server in response to a customer-side browser request agrees with a predetermined condition and editing contents of said HTTP message when said HTTP message agrees with said predetermined condition, as recited in claim 1.

The Office Action cites seemingly arbitrary, albeit lengthy, portions of *Jawahar*. The cited portions of *Jawahar* seem to teach a feature of editing the URL in a request from a customer so that the agent browser receives a cached page. This is not equivalent to the presently claimed invention, which recites, “receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request,” “editing contents of said HTTP message when said HTTP message agrees with said predetermined condition,” and “sending said HTTP message in an edited form to the agent-side

browser.” Whether the HTTP message in *Jawahar* is cached or not, the agent receives the same content as the customer. This is in contrast to the presently claimed invention that sends the HTTP message to the customer in an **unedited** form and sends the HTTP message to the agent in an **edited** form.

Jawahar does teach an agent-side display that presents an HTTP message that is also presented on a customer-side browser. That is, the agent client receives a copy of the HTTP message that the customer is viewing on the customer client and presents this page at the agent client in frame 192 of display 190, see **FIG. 6** of *Jawahar*. However, this display is generated at the agent client in *Jawahar*. See *Jawahar*, col. 13, lines 13-15. The HTTP message is received at the agent client in **unedited form**. Therefore, *Jawahar* fails to teach or fairly suggest “sending said HTTP message in an edited form to the agent-side browser,” as recited in claim 1.

The Office Action argues at length that the agent computer in *Jawahar* includes multiple frames that display various information to an agent. **Figure 6** illustrates an embodiment in which various windows (frames) are displayed to an agent using the agent’s computer. **Figure 6** is as follows:

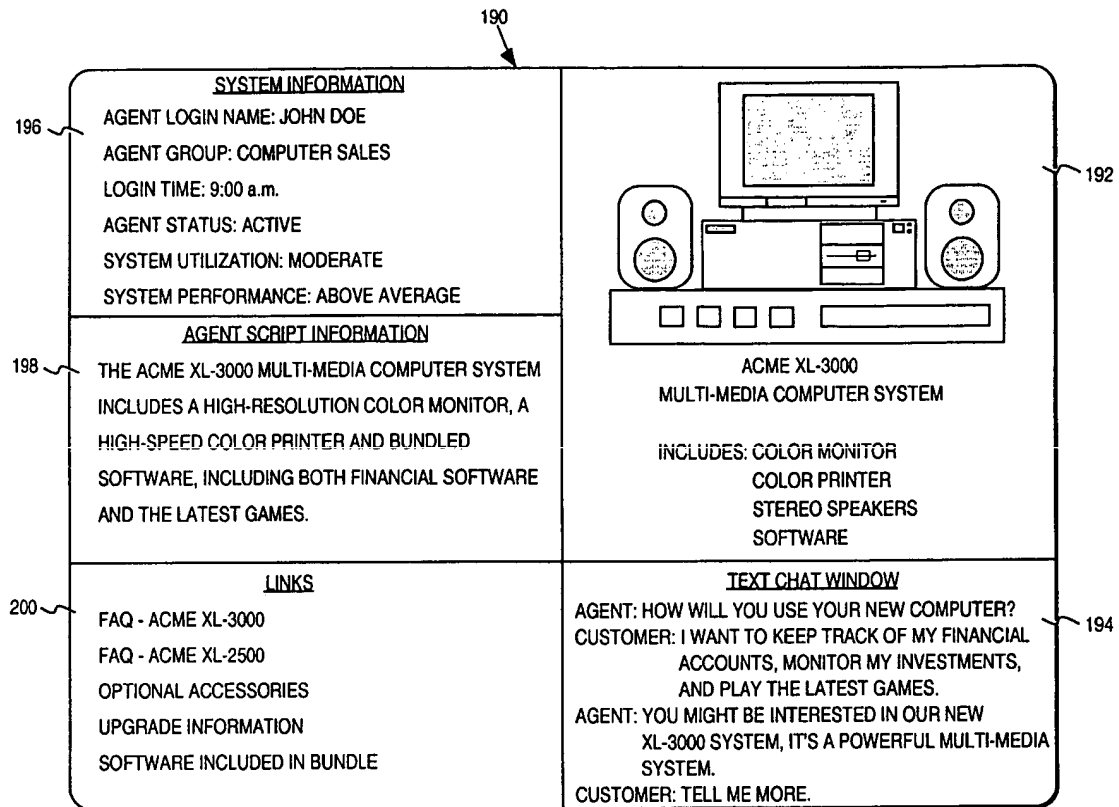


FIG. 6

As shown in this illustration, an agent's computer may display various frames including frame 192, which represents the Web page or other information currently being displayed to the customer. However, the information in frame 192 is presented in unedited form. That is, when a user selects a "help" button and an agent is identified, the selected agent's computer displays the unedited web page that was viewed by the user when the "help" button was selected. See *Jawahar*, col. 17, lines 58-67. The agent's computer of *Jawahar* then adds the unedited web page to frame 192 of display 190. Therefore, it is display 190 that is edited and not the web page that is viewed by the customer. To use the analogy presented in the Office Action, if an author adds an unedited page to a book, is it the page that is being edited or is it the book that is being edited? Appellants submit that it is the book being edited and not the page itself, because the page is added in unedited form.

The Office Action argues that the entire screen of the agent's computer is an "edited" version of the Web site that is viewed by the customer, because additional frames are added. However, even assuming, *arguendo*, that this is a fair and reasonable interpretation of the reference with respect to the spirit and scope of the presently claimed invention, this feature of *Jawahar* still

fails to teach or even suggest the instant claim limitations. More particularly, claim 1 recites receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request, editing contents of said HTTP message when said HTTP message agrees with said predetermined condition, and **sending** said HTTP message in an **edited form** to the agent-side browser. Clearly, even given the liberal interpretation presented in the Office Action, the agent computer of *Jawahar* receives the HTTP message in an **unedited form** and it is the agent computer that adds the unedited HTTP message to a frame of a larger Web page. Thus, even in *Jawahar*, the web site viewed by the customer is **sent** to the agent-side browser in **unedited form**.

The applied reference fails to teach each and every claim limitation; therefore, *Jawahar* does not anticipate claim 1. Independent claims 10 and 14 recite subject matter addressed above with respect to claim 1 and are allowable for the same reasons. Since claims 2, 3, 11, 12, 15, and 16 depend from claims 1, 10, and 14, the same distinctions between *Jawahar* and the invention recited in claims 1, 10, and 14 apply for these claims. Additionally, claims 2, 3, 11, 12, 15, and 16 recite other additional combinations of features not suggested by the reference.

Furthermore, *Jawahar* does not teach, suggest, or give any incentive to make the needed changes to reach the presently claimed invention. *Jawahar* actually teaches away from the presently claimed invention because it teaches that the customer and the agent view the **same** Web page with the **same** information, as opposed to sending an HTTP message to the customer in an **unedited** form and sending the HTTP message to the agent in an **edited** form, as in the presently claimed invention. Absent the Office Action pointing out some teaching or incentive to implement *Jawahar* to send an edited form of an HTTP message from a Web server to an agent browser, one of ordinary skill in the art would not be led to modify *Jawahar* to reach the present invention when the reference is examined as a whole. Absent some teaching, suggestion, or incentive to modify *Jawahar* in this manner, the presently claimed invention can be reached only through an improper use of hindsight using the Appellants' disclosure as a template to make the necessary changes to reach the claimed invention.

II. The Applied Reference Does Not Teach or Suggest Inserting a Command for a Client Program Loaded on the Agent-Side Information Terminal (Groups B and C)

With respect to claim 2, the Office Action cites seemingly arbitrary, albeit lengthy, portions of the reference. The cited portions do indeed teach a “synchronization service” and a “POST method.” However, the Office Action proffers no analysis as to why this is somehow equivalent to carrying out editing to **insert a command for a client program loaded on the agent-side information terminal**, as recited in claims 2, 11, and 15. The Final Office Action argues the same portions, which again teach a synchronization service. The relevance of these portions is still unclear, because the cited portions make no mention of a client program being loaded on the agent-side information terminal and, as stated above, *Jawahar* simply does not teach editing the HTTP message before sending the message to the agent-side browser. The applied reference fails to teach each and every claim limitation; therefore, *Jawahar* does not anticipate claims 2, 11, and 15.

III. The Applied Reference Does Not Teach or Suggest the Specific Commands Recited in the Dependent Claims (Group C)

With respect to claim 3, the Office Action again cites a seemingly arbitrary, albeit lengthy, portion of the reference. The cited portion does teach that the customer-client of *Jawahar* may communicate additional information that is **not** a URL to the server. The Final Office Action argues that *Jawahar* teaches, “if a customer request includes information that is not or should not be readily available to the agent.” However, the Final Office Action is still unclear as to how this is somehow equivalent to carrying out editing to insert a command for a client program loaded on the agent-side information terminal where the command is one of “form submit prohibition,” “form alteration prohibition,” “concealment of specific form,” or “concealment of specific field,” as recited in claims 3, 12, and 16. In fact, in such cases, i.e., if a customer request includes information that is not or should not be readily available to the agent, the agent computer accesses a cached web page, rather than a dynamically created version, to ensure that an unedited version is sent to the agent. See *Jawahar*, col. 19, lines 11-50. The cited portions make no mention of a client program being loaded on the agent-side information terminal. Thus, it follows that *Jawahar* does not teach the further limitations in claims 3, 12, and

16. The applied reference fails to teach each and every claim limitation; therefore, *Jawahar* does not anticipate claims 3, 12, and 16.

IV. Conclusion

In view of the above, Appellants respectfully submit that the rejection of claims 1-3, 10-12, and 14-16 is overcome. Accordingly, it is respectfully urged that the rejection of claims 1-3, 10-12, and 14-16 not be sustained.

A handwritten signature in black ink, appearing to read 'Stephen R. Tkacs', is written over a horizontal line.

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APPENDIX OF CLAIMS

The text of the claims involved in the appeal reads:

1. An information processing method in an information processing system having an information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the method comprising the steps of:
 - (a) receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request;
 - (b) determining whether or not said HTTP message agrees with a predetermined condition;
 - (c) editing contents of said HTTP message when said HTTP message agrees with said predetermined condition;
 - (d) sending said HTTP message in an unedited form to the customer-side browser; and
 - (e) sending said HTTP message in an edited form to the agent-side browser.
2. The information processing method of Claim 1, wherein editing is carried out to insert a command for a client program loaded on the agent-side information terminal.
3. The information processing method of Claim 2, wherein said command is one of “form submit prohibition”, “form alteration prohibition”, “concealment of specific form” or “concealment of specific field.”

10. A computer program product recorded on computer readable medium for storing an information processing program executed within a system having an information terminal support server supporting collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the program product comprising:

(a) computer readable means for receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a request of said customer-side browser:

(b) computer readable means for determining at the information terminal support server whether or not said HTTP message agrees with a predetermined condition;

(c) computer readable means for editing, at the information terminal support server, contents of said HTTP message when said HTTP message agrees with said predetermined condition;

(d) computer readable means for sending said HTTP message in an unedited form from the information terminal support server to said customer-side browser; and

(e) computer readable means for sending said HTTP message in an edited form from the information terminal support server to said agent-side browser.

11. The program product of Claim 10, wherein editing is carried out to insert a command into a client program loaded on said agent-side information terminal.

12. The program product of Claim 11, wherein said command is one of “form submit prohibition”, “form alteration prohibition”, “concealment of specific form” or “concealment of specific field”.

14. An information processing system having an information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the system comprising:

(a) means for receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request;

(b) means for determining whether or not said HTTP message agrees with a predetermined condition;

(c) means for editing contents of said HTTP message when said HTTP message agrees with said predetermined condition;

(d) means for sending said HTTP message in an unedited form to the customer-side browser; and

(e) means for sending said HTTP message in an edited form to the agent-side browser.

15. The information processing system of Claim 14, wherein, in said means for editing is carried out to insert a command for a client program loaded on the agent-side information terminal.

16. The information processing system of Claim 15, wherein said command is one of “form submit prohibition”, “form alteration prohibition”, “concealment of specific form” or “concealment of specific field”.